



Mastering a Virtual Interview: Preparing, Executing, Earning an Offer



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Treasury Webinars

The Virtual Resource
for **The Office of the CFO**



Ernie Humphrey
CEO & COO



Treasury Webinars

Treasury Webinars offers webinars designed to empower Treasury, Accounts Payable, and Accounts Receivable success at companies of all sizes, across all industries. We only do what we do best, **virtual events**.

Ernie puts “the fun” into Treasury & Finance. He has moderated and/or spoken on over 500 webinars. He is a frequent speaker on podcasts on a variety of topics.

He was a long-time Treasury practitioner and worked at AFP where he managed AFP’s Career Center in addition to being the SME on all things Treasury.

About



Mike Richards
CEO &
Founder

THE
TREASURY
RECRUITMENT
CO

The Treasury Recruitment Company

The Treasury Recruitment Company recruit Corporate Treasury professionals at all levels from Treasury Analysts to Treasury Directors for multinational corporates, consultancies and a range of financial institutions.

Mike regularly speaks at Treasury conferences globally discussing the management of treasury talent and treasury recruitment.

He also hosts the popular podcast www.TreasuryCareerCorner.com where he interviews senior treasury professionals about their careers.

Agenda

- Interview Preparation
- The Virtual Interview – Before the Interview
- The Virtual Interview – During the Interview
- The Virtual Interview – After the Interview
- The Offer Stage



Interview Preparation





Interview Preparation

Virtual & In-Person

- Understanding the Company
- Understanding Your Future Job
- Understanding Your Future Boss
- Understanding Your Future Teammates
- Understanding Your Direct Reports
- Understanding Potential Interviewers
- Communicating Your Value to Each Potential Interviewer




Interview Preparation

Let's Dive into How to Actually Do it


There are MANY Treasury Manager Job Opportunities- **3,883!!**

Treasury manager in United States
3,883 results


Job Alert Off ⚙️




Treasury Manager
Parker and Lynch
Scottsdale, AZ
\$100K – \$115K
Actively recruiting
Promoted · Easy Apply



Manager Treasury
Ceridian
Minneapolis, MN
4 connections work here
Promoted · 6 applicants




Treasury Manager - 21002072
Big Lots Stores
Westerville, OH
2 connections work here
Promoted



Treasury Manager
Parker and Lynch · Scottsdale, AZ
Posted 3 weeks ago · 156 views
Easy Apply Save

Job	Company	Connections
<ul style="list-style-type: none">38 applicantsMid-Senior level	<ul style="list-style-type: none">501-1,000 employeesStaffing & Recruiting	You have 0 connections at this company. Add >

Posted by



Alec Borlin, CPA 2nd
Team Lead at Parker and Lynch


PREMIUM
[Send InMail](#)

Our client is a high growth organization in the Scottsdale area looking to add a Treasury Manager to their well-established team. The ideal candidate for this role will be process





Let's Dive into How to Actually Do it

A Current Job Opening



Treasury Manager → ...
Zendesk · America, IL
Posted 1 week ago · 90 views

[Apply](#) [Save](#)

Job	Company	Connections
<ul style="list-style-type: none">• 19 applicants• Full-time	<ul style="list-style-type: none">• 1,001-5,000 employees• Computer Software	<ul style="list-style-type: none"> 2 connections 2 alumni

Job Description

Zendesk is looking for an experienced Treasury Manager who will be responsible for redefining the company's Treasury function and help scale efficiencies for future growth.

Reporting to the Treasurer, you will play an integral role in cash management and banking relationships with an operational attitude and passion for building out scalable processes. As a critical member of the Treasury team, you will have the opportunity to collaborate with various internal business partners and external financial institutions.

This role offers an outstanding opportunity to grow in an exciting and fast-paced environment.

Treasury Operations Responsibilities

- Manage existing banking relationships and payment processes and lead the implementation of new banking and payment partners
- Lead all aspects of global cash positioning; perform cash management functions and provide reporting and analysis
- Evaluate and assist in implementation of a Treasury Management System or a cash consolidation tool to improve and automate global cash transparency
- Ensure operational compliance with Treasury policies
- Improve efficiencies across Treasury Management
- Lead insurance renewal and manage insurance related activities of Zendesk
- Partner with internal teams including Accounting, Tax, Legal, IT on a variety of Treasury related projects to support Zendesk's growth
- Assist with the management of intercompany relationships and FX hedge settlements
- Manage SOX testing across treasury
- Handle ad-hoc Treasury reporting for Management

Requirements

- 5+ years experience in Corporate Treasury of public companies or banking
- Knowledge of best practices for treasury and global cash management
- Treasury Management System (TMS) experience preferred
- Familiarity with banking platforms and systems
- Familiarity with merchant payment processors and systems
- Experience in a fast-paced multinational corporation
- Standout colleague, high level of dependability and strong work ethic
- Self-starter with the ability to work independently
- Strong organizational skills, ability to multitask, and attention to detail
- A strong understanding of financial and operational controls



Interview Preparation

Let's Dive into How to Actually Do it

Understanding The Company

Company Webpage

zendesk.com/about/

Sign in Product Support Company Contact us English

zendesk Products Pricing Solutions Demo Services Resources **Get started**

This is Zendesk

Zendesk is a service-first CRM company that builds software designed to improve customer relationships. As employees, we encourage each other to grow and innovate. As a company, we roll up our sleeves to plant roots in the communities we call home.

Our software is powerful and flexible, and scales to meet the needs of any business. Even yours.

Careers Webpage

jobs.zendesk.com/us/en

zendesk About us Diversity & Inclusion

You're in good company

At Zendesk, we believe in making other people's lives better—both through our products and everyday interactions. We're also just really nice people. (We know, humble brag.) If that sounds like you, then you should come work with us.

Search for Job title or location **Search Jobs**



Interview Preparation

Let's Dive into How to Actually Do it

Understanding The Company- Do They Value Employees

Perks and benefits

If you just scrolled straight down to this part, we respect your hustle. Here's the deal: Zendesk offers competitive salaries and an excellent benefits package for full-time employees, including time off, referral bonuses, patent bonuses, and educational opportunities for career development. Plus, our fully stocked kitchens, regular happy hours, latest tech goodies, and more make in-house perks pretty sweet, too.

Rest and relaxation

So, you have a life outside of work. Good. That's why we provide plenty of PTO for full-time employees. And when you're in the office, we have plenty of comfy couches for when you need a break from your desk. (Psst. Please leave your desk.)

Learning and development

As nerds, we believe we're never done learning—especially when it comes to professional development. We reimburse full-time employees who attend professional conferences or take courses to develop skills within their careers. You learn. We pay. Nice.

Health and wellness

Health is more than medical coverage for you and your family. You can participate in yoga or bootcamp fitness classes, and enjoy access to healthy produce, snacks, and a wellness discount program.

Planning for the future

Sometimes life happens and events take us by surprise. No matter what the occasion, our benefits package keeps you covered — with a 401K match, 16 weeks of maternity/paternity leave, disability and life insurance.



Let's Dive into How to Actually Do it

Understanding Your Future Job

Position Responsibilities

- Manage existing banking relationships and payment processes and lead the implementation of new banking and payment partners- **WHAT DOES THIS ENTAIL?**
- Lead all aspects of global cash positioning; perform cash management functions and provide reporting and analysis- - **WHAT DOES THIS REALLY MEAN?**
- Evaluate and assist in implementation of a Treasury Management System or a cash consolidation tool to improve and automate global cash transparency- **WHY DOES THIS NEED TO BE DONE?**
- Ensure operational compliance with Treasury policies- **HOW IS THIS DONE NOW?**
- Improve efficiencies across Treasury Management- **WHERE IS THE MOST NEED?**
- Lead insurance renewal and manage insurance activities of Zendesk- **WHAT DOES THIS ENTAIL?**
- Partner with internal teams including Accounting, Tax, Legal, IT on a variety of Treasury related projects to support Zendesk's growth- **WHAT PROJECTS ARE OPEN? UPCOMING?**
- Assist with the management of intercompany relationships and FX hedge settlements
- Manage SOX testing across treasury- **WHAT DOES THIS ENTAIL?**
- Handle ad-hoc Treasury reporting for Management- **WHAT REPORTING IS DONE KNOW & HOW?**



Let's Dive into How to Actually Do it

Understanding Your Future Boss

- Identify Who It Is - **LinkedIn/LinkedIn Sales Navigator**
- Understand Who They Are - **LinkedIn Profile, Facebook, Google Search**
- Understand How They Manage - **Connect with Direct Reports of Your Future Boss and Coworkers on LinkedIn & Follow Their Activity & Reach Out**

The screenshot shows a LinkedIn Sales Navigator search results page. On the left is a sidebar with filters: Custom Lists, Past Lead and Account Activity, Geography, Relationship, Company, Industry, and Company headcount. The main area displays search statistics: 25 Total results, 1 Changed jobs in past 90 days, 6 Posted on LinkedIn in past 30 days, and 3 Share experiences with you. Below the statistics is a list of results. The first result is for Ananya Mukherjee, 1st in, Treasurer at Zendesk, with a 'Save' button and a 'Get Email' button. Her profile includes a photo, name, title, company, location (Cupertino, California, United States), and past role (Treasurer at Automation Anywhere (2018–2019)). At the bottom, it shows 37 shared connections.



Let's Dive into How to Actually Do it

Understanding Your Teammates

- Identify Who It Is- **LinkedIn/LinkedIn Sales Navigator**
- Connect on LinkedIn
- Understand Who They Are- **LinkedIn Profile, Facebook, Google Search**

The screenshot displays a LinkedIn Sales Navigator search interface. On the left, a sidebar shows filters for 'Zendesk' and 'Within: Current'. The main search results list three profiles: Rohit Goel, CFA (2nd), Iwona Michniak (3rd), and Eugene Patio (3rd). The right side of the image shows a detailed view of Rohit Goel's LinkedIn profile, including his current role as Senior Treasury Manager at Zendesk, past role as Treasury Consultant at Uber, and education at the University of Michigan - Stephen M. Ross School of Business.



Interview Preparation

Let's Dive into How to Actually Do it

Understanding Direct Reports

- Identify Who It Is- **LinkedIn/LinkedIn Sales Navigator**
- Connect on LinkedIn
- Understand Who They Are- **LinkedIn Profile, Facebook, Google Search**

The screenshot shows a LinkedIn profile for Iwona Michniak, a Senior Cash Applications Specialist at Zendesk. The profile includes a profile picture, name, title, location (Krakow Metropolitan Area), and 254 connections. It lists her current role at Zendesk (10 months) and previous roles at ABB Power Grids and ABB. The 'Accomplishments' section shows 11 certifications and 3 languages (English, Polish, Spanish). The 'Interests' section lists several companies and organizations she follows, including Donnelley Financial Solutions (DFIN), Arvato Financial Solutions, ABB, Akademia Pedagogiczna im. Komisji Edukacji Narodowej w Krakowie, Google, and PepsiCo.

Iwona Michniak 3rd

Senior Cash Applications Specialist w Zendesk

Krakow Metropolitan Area 254 connections

Current Senior Cash Applications Specialist at Zendesk • 10 mos

Previous Accounts Receivable Specialist at ABB Power Grids • 10 mos

Accounts Receivable Specialist at ABB • 1 yr 8 mos

+ 5 more

Education Akademia Pedagogiczna im. Komisji Edukacji Narodowej w Krakowie • 2010–2015

Accomplishments

11 Certifications

Excel VBA: Managing Files and Data • Excel 2013 Essential Training • Communication Fundamentals • Building Business Relationships • Discovering Your Strengths • Enhancing Your Productivity • Becoming a Thought Leader • Working with Upset Customers • Organization Communication • Motivating and Engaging Employees • Personal Investing Basics

3 Languages

English • Polish • Spanish

Interests

DFIN Donnelley Financial Solutions (DFIN) 15,309 followers	Arvato Arvato Financial Solutions 14,945 followers
ABB ABB 2,390,576 followers	Akademia Pedagogiczna im. Komisji E... 13,639 followers
Google Google 20,981,375 followers	PepsiCo PepsiCo 5,463,799 followers



Let's Dive into How to Actually Do it

Understanding Your Potential Interviewers

- Identify Who It Is - **LinkedIn/LinkedIn Sales Navigator**
- Connect on LinkedIn
- Understand Who They Are - **LinkedIn Profile, Facebook, Google Search**

Elena Gomez 2nd
Chief Financial Officer at Zendesk
5 years in role and company
San Francisco, California, United States

21 shared connections

David Dang 2nd
VP, Global Finance & Strategy at Zendesk
1 year 1 month in role and company
San Francisco Bay Area

Past role
Financial Planning & Analytics: Online Advertising (2010)

Mechele Neeley-Scholis 3rd
Sr. Vice President, Human Resources at Zendesk
2 years 8 months in role and company
Oakland, California, United States

Past role
Sr. Director Human Resources at Plantronics (2016–2018)
[Show more](#) ✓

Alyssa Melick 2nd
Director, Human Resources Business Partner at Zendesk
4 months in role | 3 years 6 months in company
San Francisco Bay Area

Past role
Senior Human Resources Business Partner at Zendesk (2019–2021)
[Show more](#) ✓

2 shared connections



Interview Preparation

Let's Dive into How to Actually Do it

Communicating Your Value to Interviewers

- Value to the Company
- Value to Their Department - Treasury, Finance, HR, AR, AP
- Value to Them- Having You Makes Them Look Good

The Virtual Interview



A Virtual One-To-One Meeting Versus A Virtual Interview

Although both similar the KEY difference is that in a virtual meeting a good impression is important but not critical – no one is going to be judging you!

However, in a virtual interview you are constantly being judged and that person's opinion decides if you are going to continue in the interview process or not –

So be **PREPARED!**



Interview Advice for a Virtual Interview

A job interview and now virtual meetings work both ways.

It's as important for you, as a candidate to determine if a job, the company, the culture, and the work environment is right for you as it is for the company to determine if you're right for them



Before The Interview

Interview checklist for the interviewee



✓ Test Your Technology/Connection

The minute you agree to a virtual interview, test your technology to ensure you're set up for success.

Check your internet connectivity, and confirm your camera and microphone are working and positioned correctly.

Always ensure you connect several minutes before the interview is due to start.



✓ **Limit Distractions & Ensure The Right Environment**

Remember that as well as you, the interviewer will also see what is behind you.

Find a room with optimal lighting, preferably near a window, or a blank wall to guarantee you're the focal point of the conversation.

Eliminate all distractions. Turn off the TV, silence your mobile and close any nearby doors or windows to avoid unnecessary noise i.e doorbell, children etc!

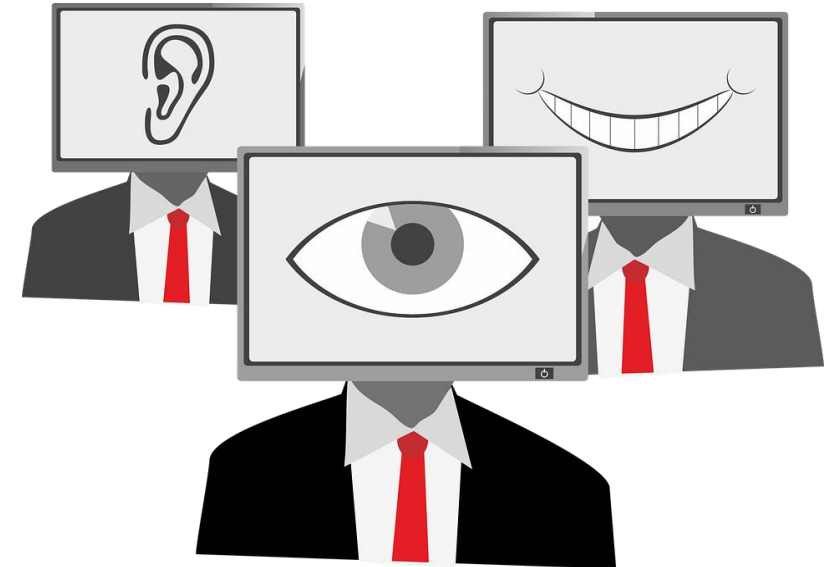


✓ Monitor Your Body Language

You can't firmly shake a hiring manager's hand or as easily display enthusiasm via video.

What you can do is monitor your body language

The main way to communicate confidence is to sit up straight, smile and maintain clear eye contact with the interviewer.



✓ Dress The Part

Dress as you would for an in-person interview

Wearing pyjamas or your tracksuit on a virtual interview is a big mistake. The same rules apply for a virtual interview as they do a face-to-face interview



✓ Sit Down Prepared

Prepare for the interview in advance as you would a face to face one. Be ready to sell yourself and why you want to work specifically for the company

✓ Questions

Prepare questions to demonstrate your interest and decide if it's the role for you

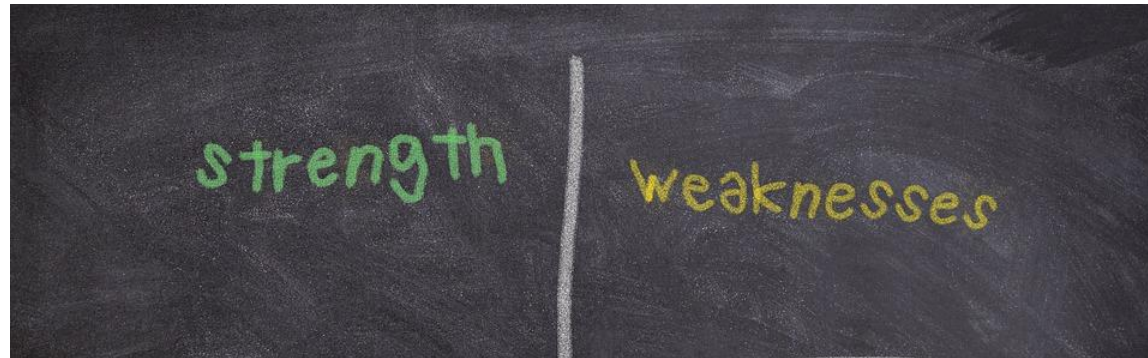
✓ Review your CV

Review your career history and anticipate the questions you might be asked



✓ Are you the perfect candidate?

Consider your key strengths, weaknesses and motivations for leaving your current role and desire to join your new employer



✓ Any concerns?

Remember this may be the last opportunity you will get to explore and alleviate any concerns about the role directly with the client

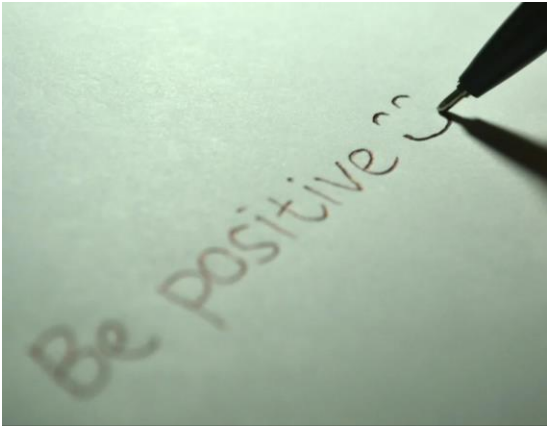
During The Interview

Interview checklist for the interviewee



✓ First Impressions

First impressions count and can form within the first 4 minutes of your meeting!



✓ Positive Mental Attitude

Don't be afraid to talk about your strengths

✓ Confidence versus arrogance

Strike the right balance; be confident but not overly arrogant



✓ You are the right person for the job

Remember to demonstrate to the interviewer that you are technically qualified and motivated to do the job well

✓ Critical but loyal

Whatever your reason for leaving a current role, avoid where possible, open criticism of your current employer

✓ Are you interested?

Ask questions to demonstrate interest



After The Interview

Post Interview checklist for the interviewee



✓ How did it go?

After the interview, consider the areas you feel went well and those you felt needed work on – then actually work on them!

✓ Feedback

Call either the consultancy or the interviewer directly for feedback and thank them for their invite

✓ OK not this time, what about next time?

If you are not successful in your job application, consider telephoning the person who interviewed you for feedback on why you were not selected.



The Offer Stage

Things to consider before and during the offer stage

99% of the jobs offers that come via us are accepted

Why? - Because we already know what our candidates are looking for and willing to accept **BEFORE** the offer comes through

Its about setting expectations from clients and candidates and managing those expectations.

Process to go through before getting to the offer stage:

- ✓ What makes you unhappy now / what's your motivation for moving?
- ✓ What are your 'Minimum' requirements in order to accept an offer?
- ✓ Explore what your 'Happy' level is
- ✓ What is your 'Maximum' level – i.e., what will exceed your expectations?

Things To Consider In A New Offer

✓ Compensation

What is the minimum salary you need to meet your obligations? Have you done any benchmarking? What else is included, i.e., bonus, profit share, stock options etc

✓ Benefits

What benefits are most important to you?
I.e., is health insurance a *MUST* have?

✓ Work Hours

Do you want a 9-5 job? Will you have to work weekends? Is flexitime offered?
Is there travel involved and will this be reimbursed?



What Makes You Unhappy?



What Makes You Happy?



Things To Consider In A New Offer

✓ Location

How long is the commute? Consider public transport options and cost of transport



✓ Management

Do you think this is someone you can work under? Can you relate to the Manager?

✓ Career Development

What professional development/future promotion opportunities are there? Is professional training/tuition reimbursed? Do they have performance reviews and how often?



Things To Consider In A New Offer

✓ The Company

Would you be happy working here? What are the company values? Do you respect the type of work the company does?

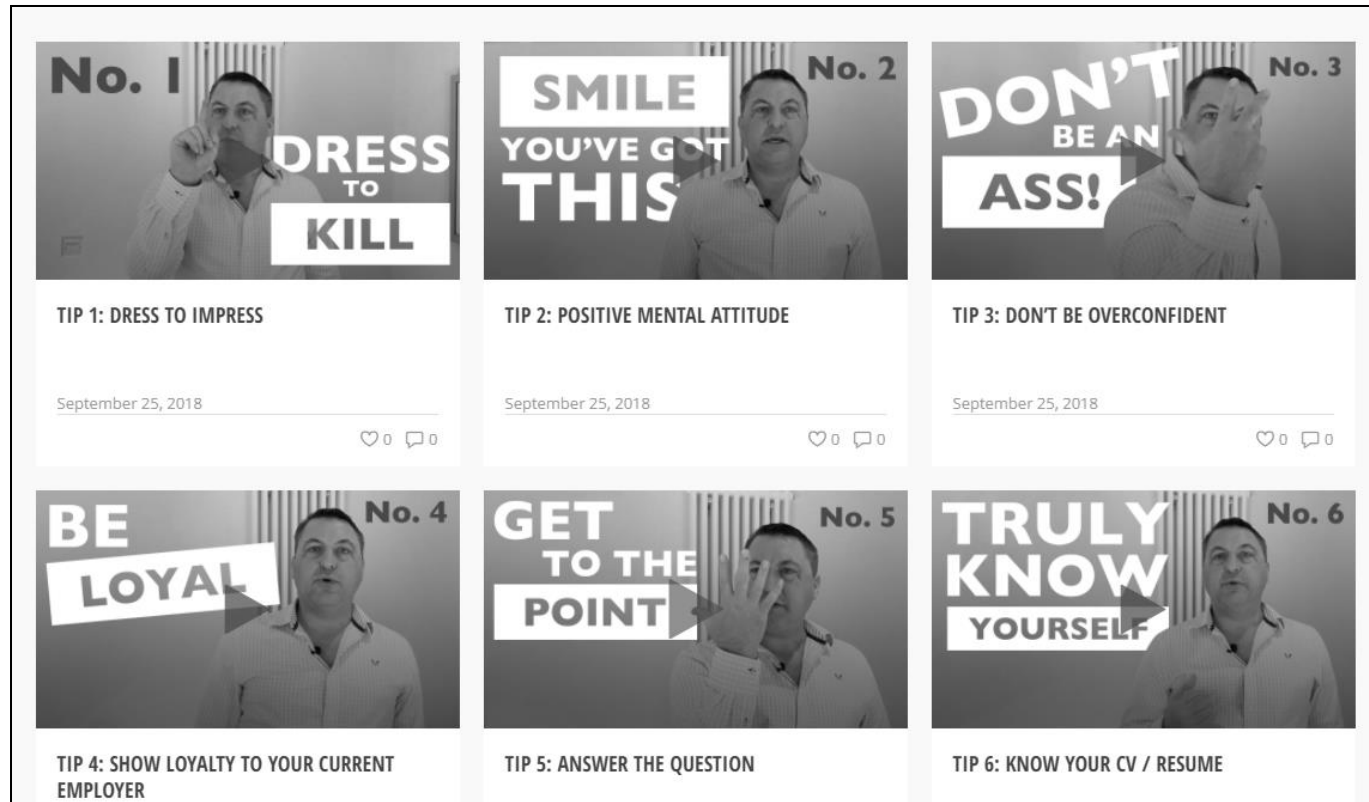
✓ Working Conditions

What are the working conditions like? Does it seem like a nice environment? Too noisy/too quiet? Too formal/too informal?



✓ Job Security

Will this be a long-term role. How many years has the company been in business? What's their profitability? Is it a growing company?



For Further Advice And Videos Visit:

<https://treasuryrecruitment.com/how-to-be-successful-at-your-next-job-interview/>

This series of videos have been prepared to help you secure your next treasury position and includes top tips on how to interview successfully



Q&A

